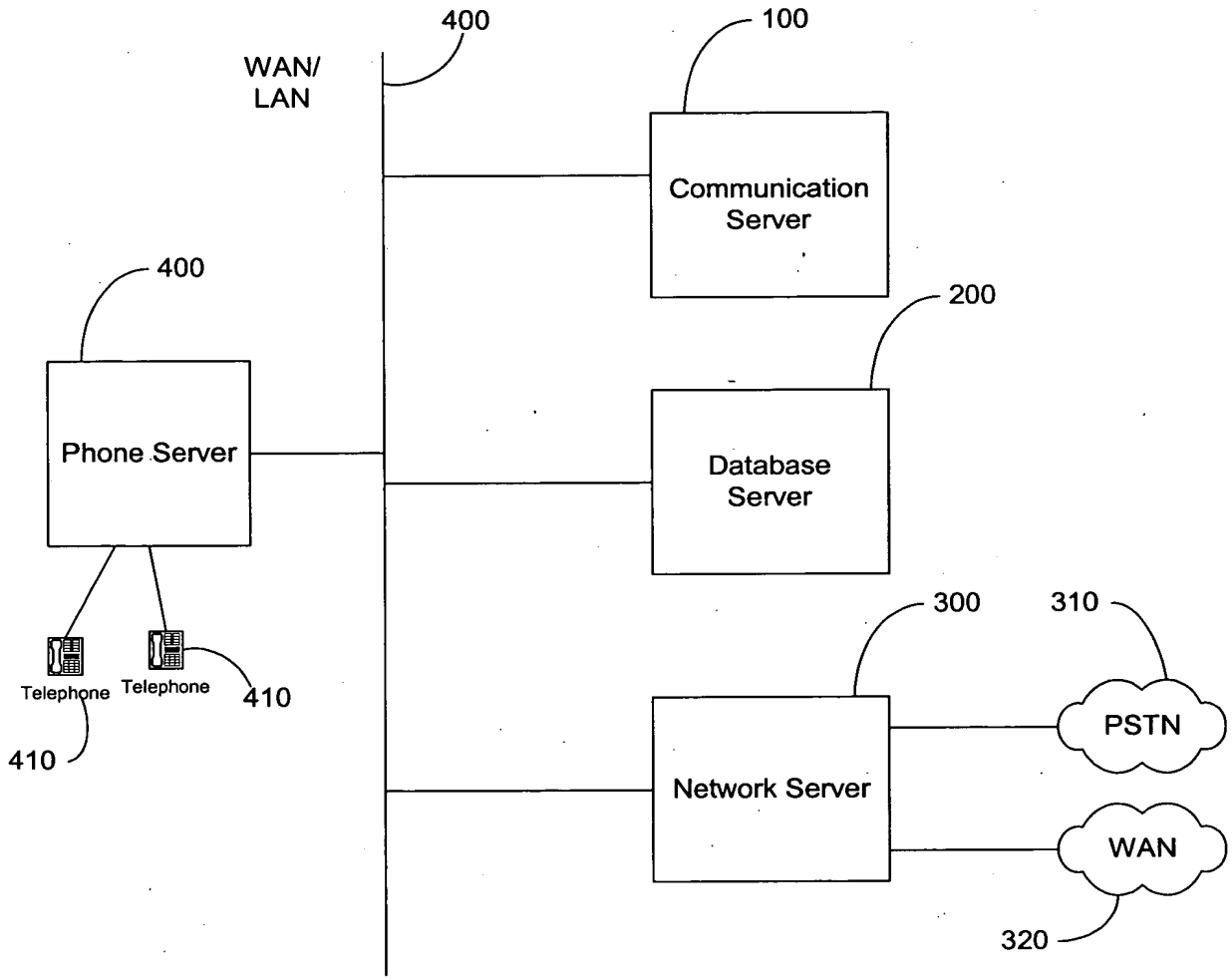


Figure 1 (Prior Art)

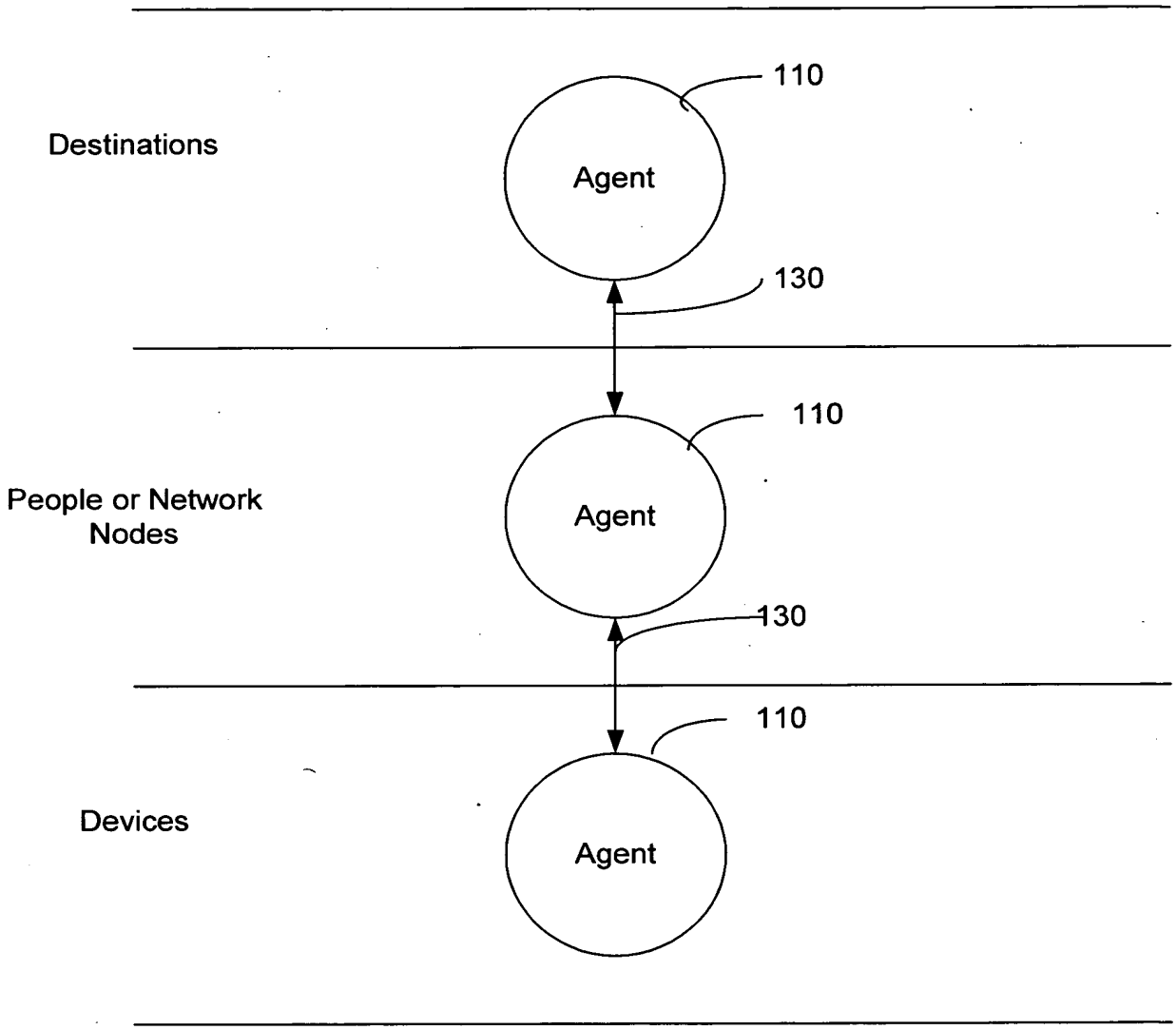

Destinations
People or Network Nodes
Devices
Agent
Agent
Agent
110
110
110
130
130

Figure 2

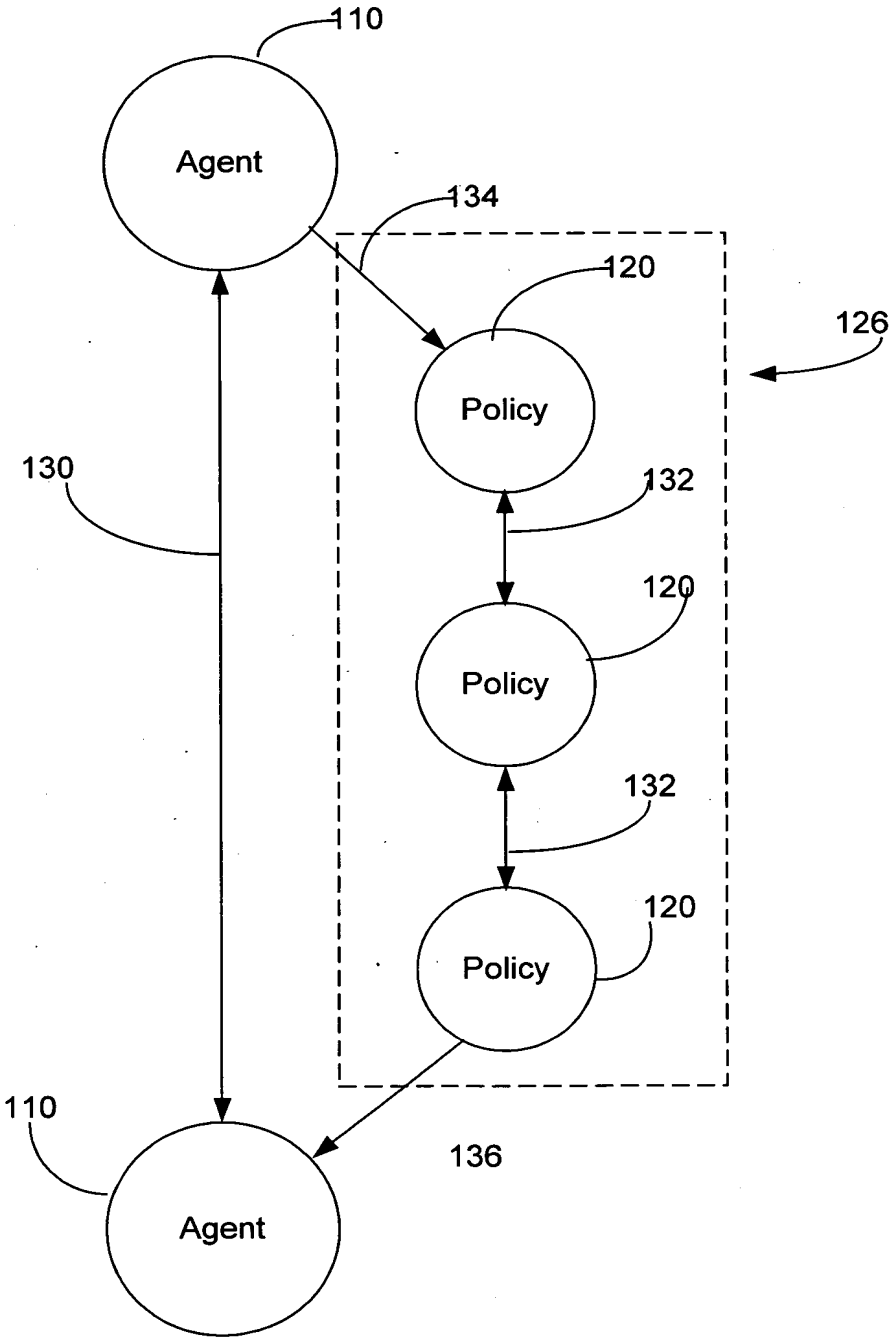

110
Agent
134
120
126
Policy
130
132
120
Policy
132
120
Policy
110
136
Agent

Figure 3

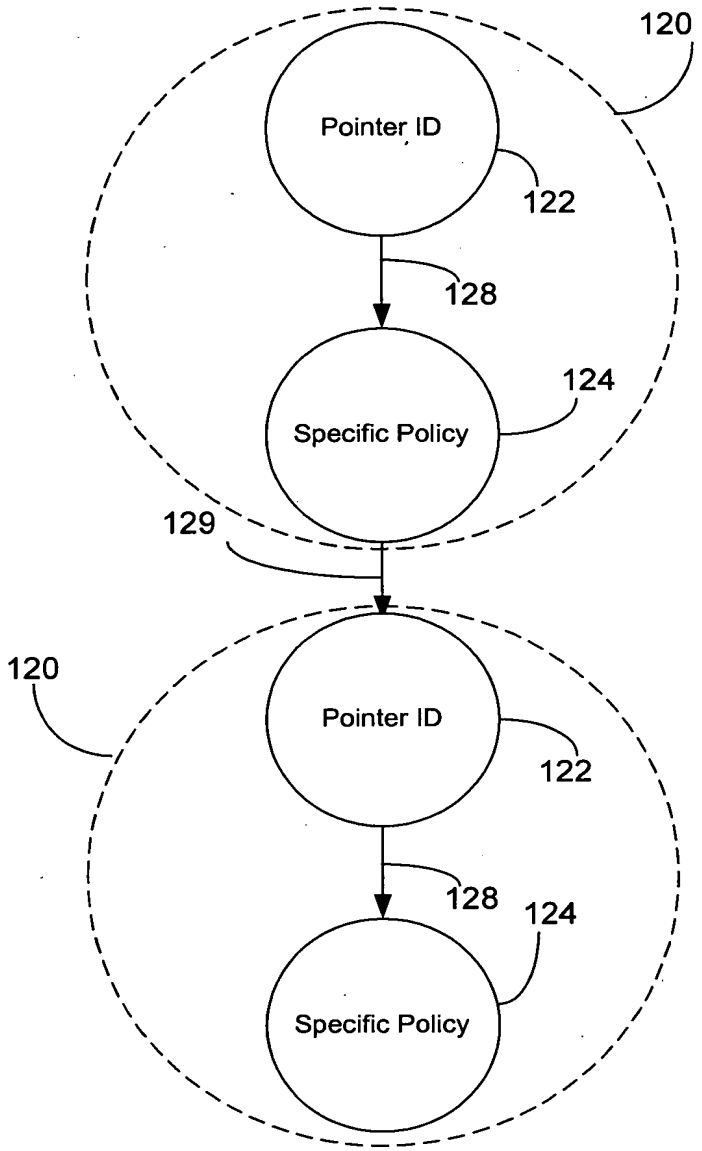

120
Pointer ID
122
128
Specific Policy
124
129
120
Pointer ID
122
128
124
Specific Policy

Figure 4

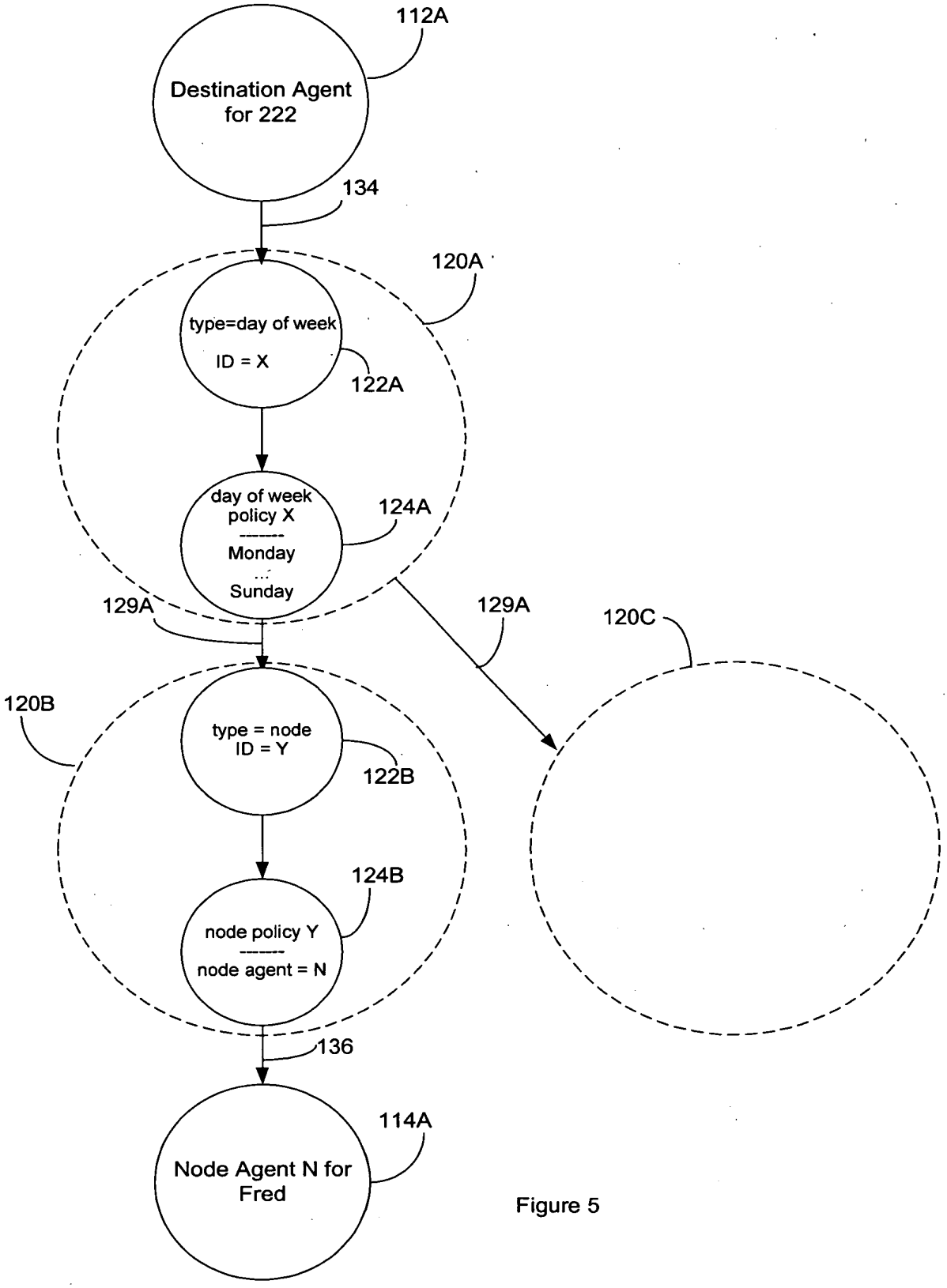

112A
Destination Agent for 222
134
120A
type=day of week
ID = X
122A
day of week policy X
Monday
...
Sunday
124A
129A
129A
120C
120B
type = node
ID = Y
122B
124B
node policy Y
node agent = N
136
114A
Node Agent N for Fred

Figure 5

Types of Policy in Policy ID:

- Time of Day Policy
- Day of Week Policy
- Date Policy
- Calling Line ID Policy
- Group Policy
- Node Policy
- Device Policy

Figure 6A

Policies in Policies

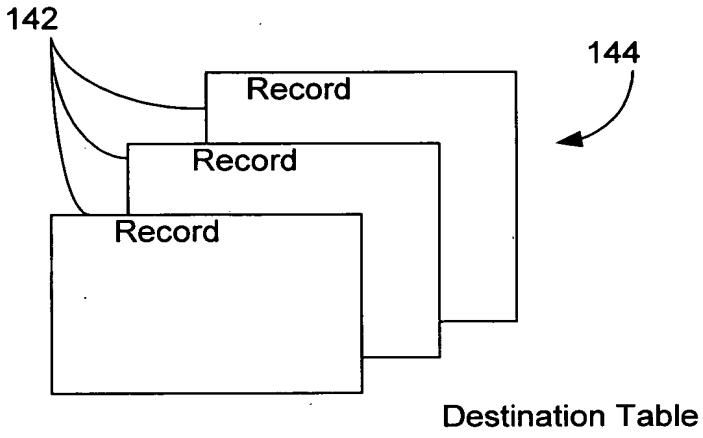
Selection Policy in Group Policy:

- terminal
- circular
- broadcast
- longest idle

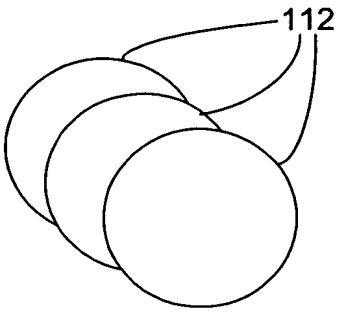
Destination Policy in Node Policy

- based on which destination was used to reach this node can choose a different policy path

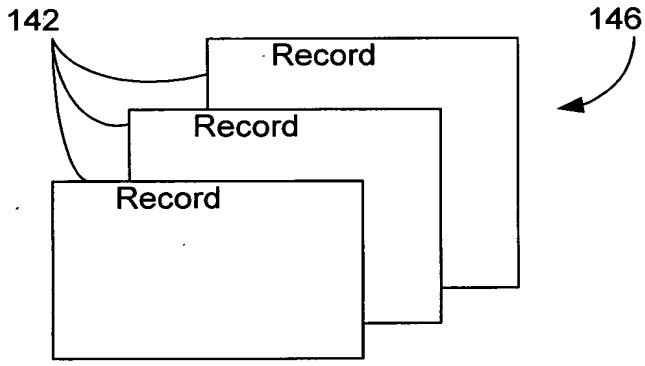
Figure 6B



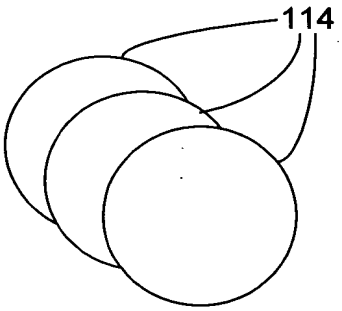
Destination Table



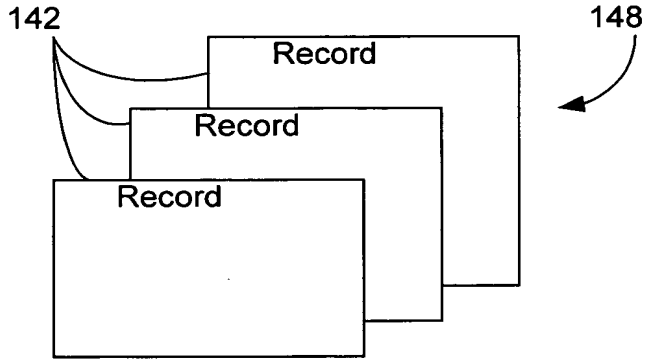
Destination Agents



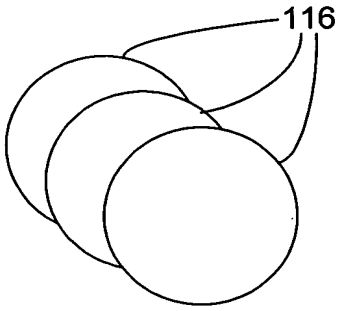
Node Table



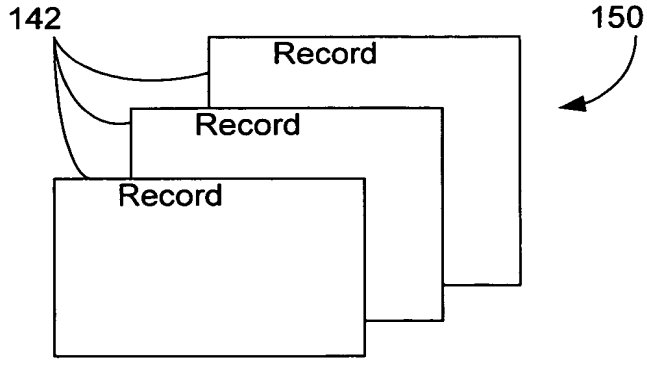
Node Agents



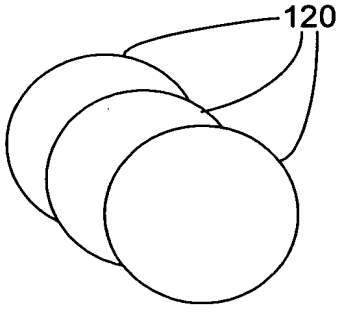
Device Table



Device Agents



Policy Table



Policy Objects

Figure 7

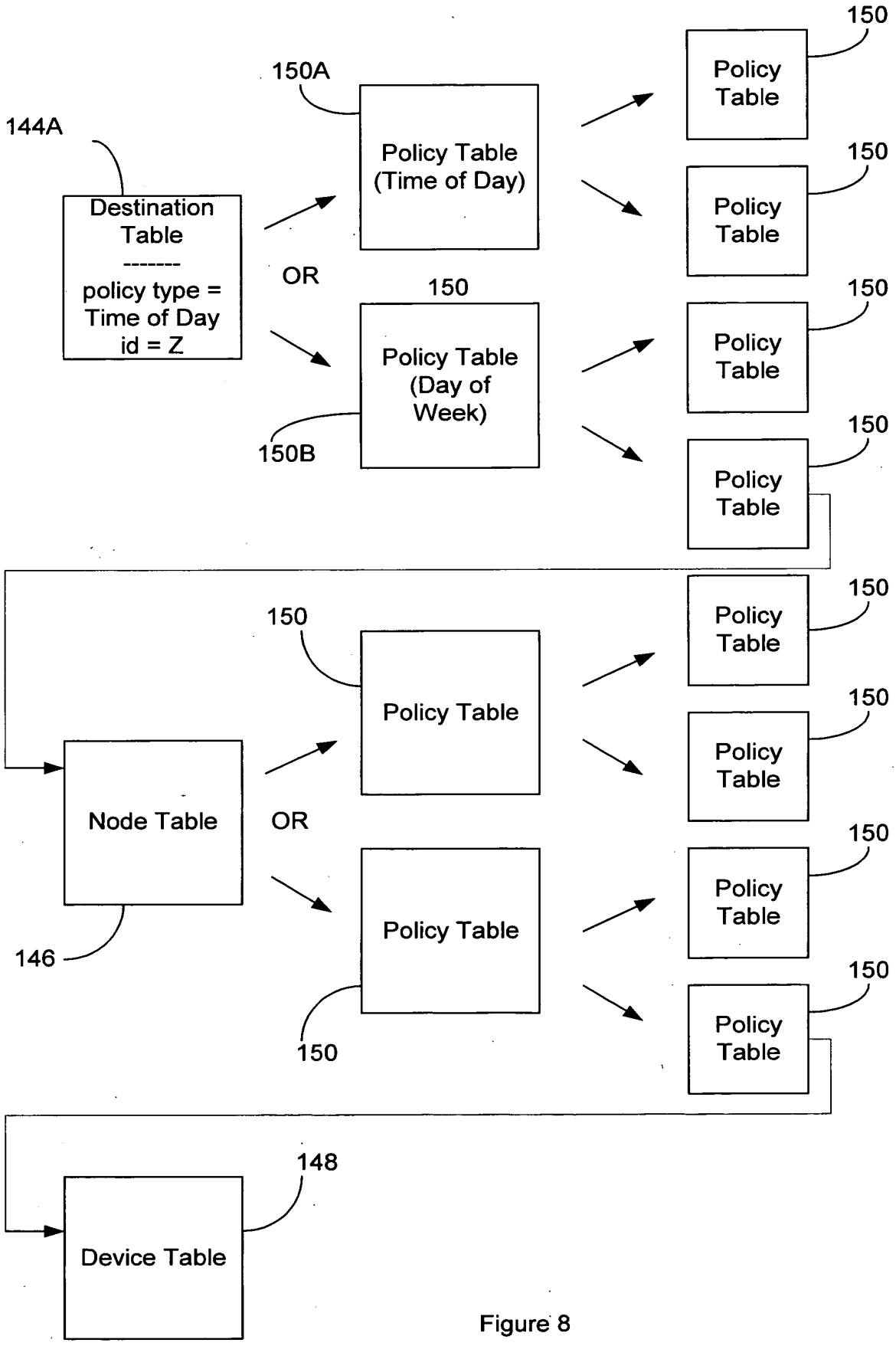

144A
Destination Table
---
policy type = Time of Day
id = Z
150A
Policy Table (Time of Day)
OR
150
Policy Table (Day of Week)
150B
150
Policy Table
150
Policy Table
150
Policy Table
150
Policy Table
150
Policy Table
150
Node Table
146
OR
150
Policy Table
150
Policy Table
150
Policy Table
150
Policy Table
150
Policy Table
148
Device Table

Figure 8

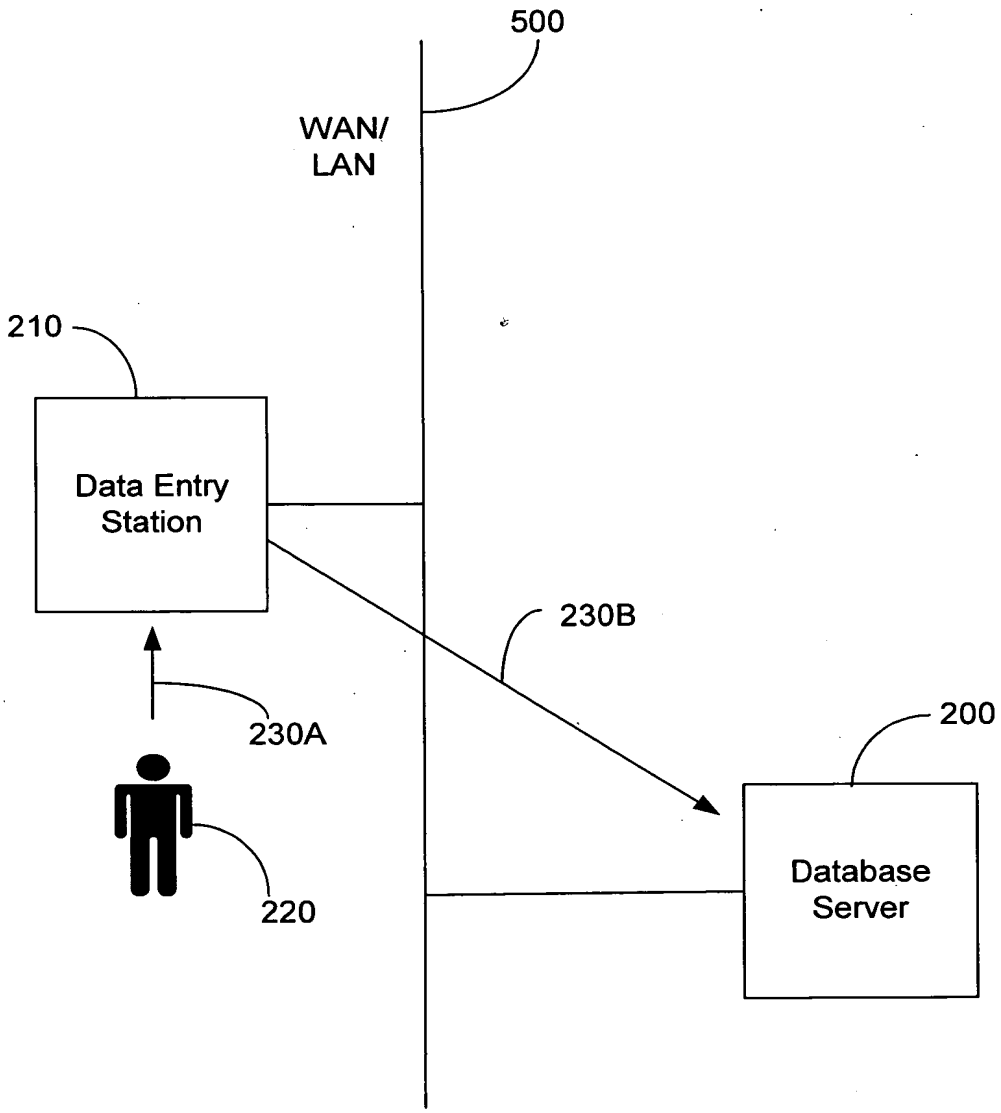

500
WAN/
LAN
210
Data Entry
Station
230B
230A
200
Database
Server
220

Figure 9

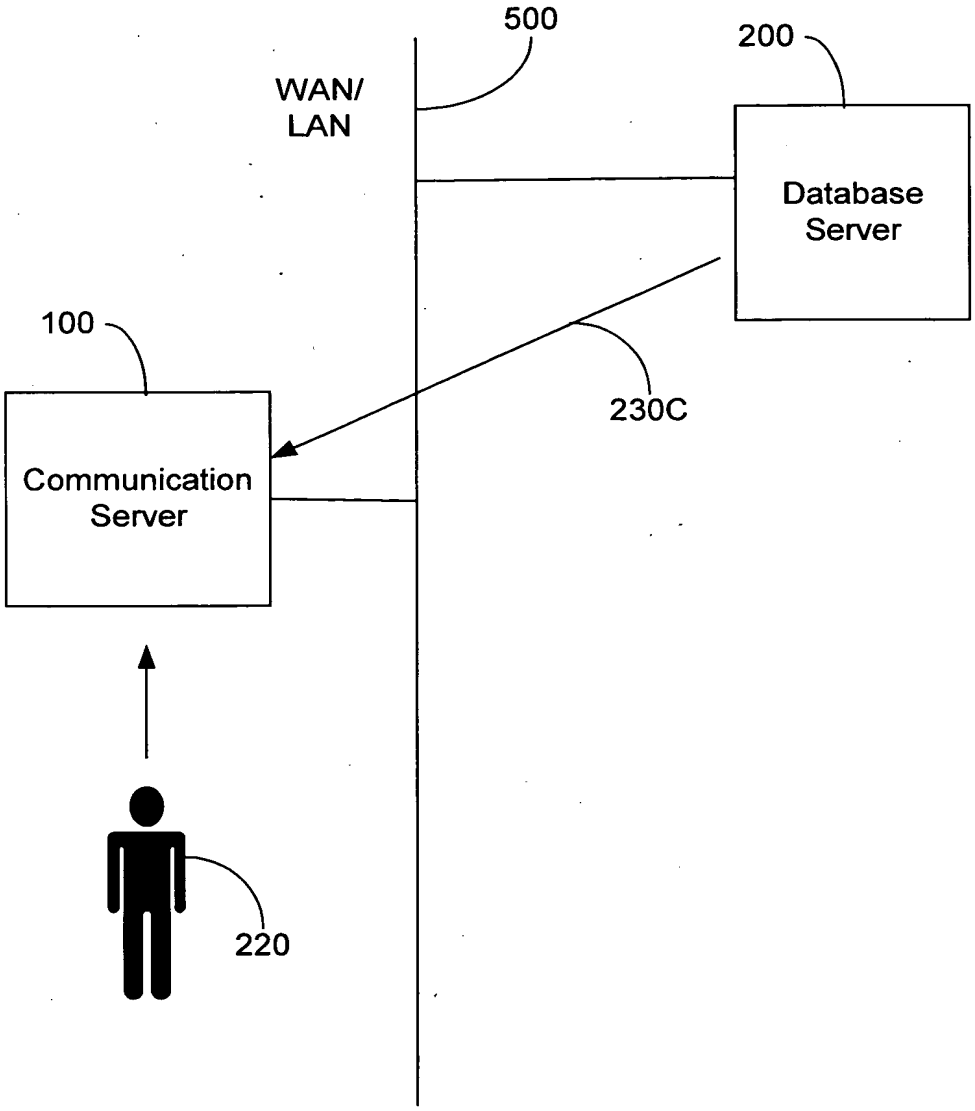

500
200
WAN/
LAN
Database
Server
100
230C
Communication
Server
220

Figure 10

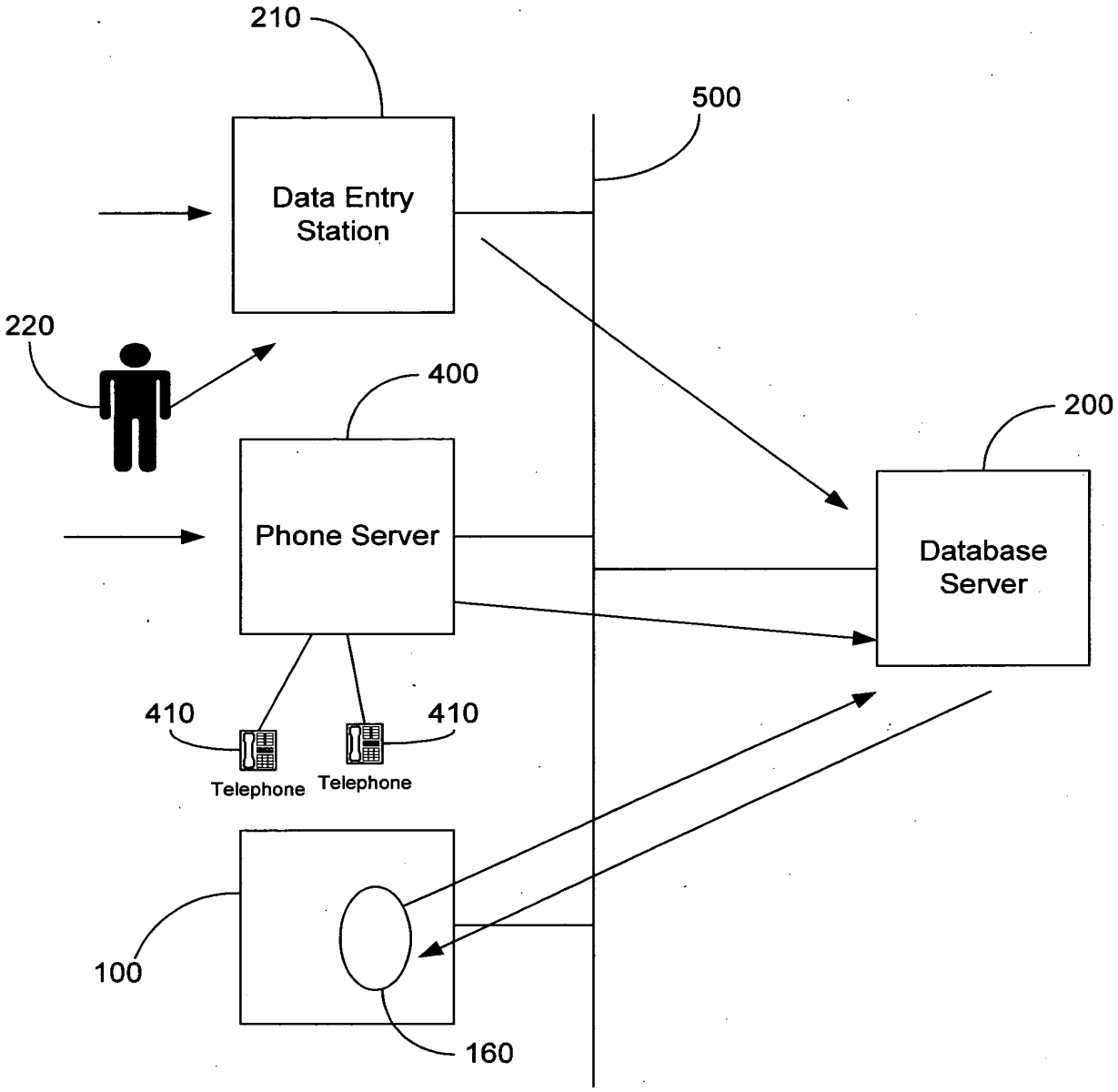

210
500
Data Entry Station
220
400
200
Phone Server
Database Server
410
410
Telephone
Telephone
100
160

Figure 11

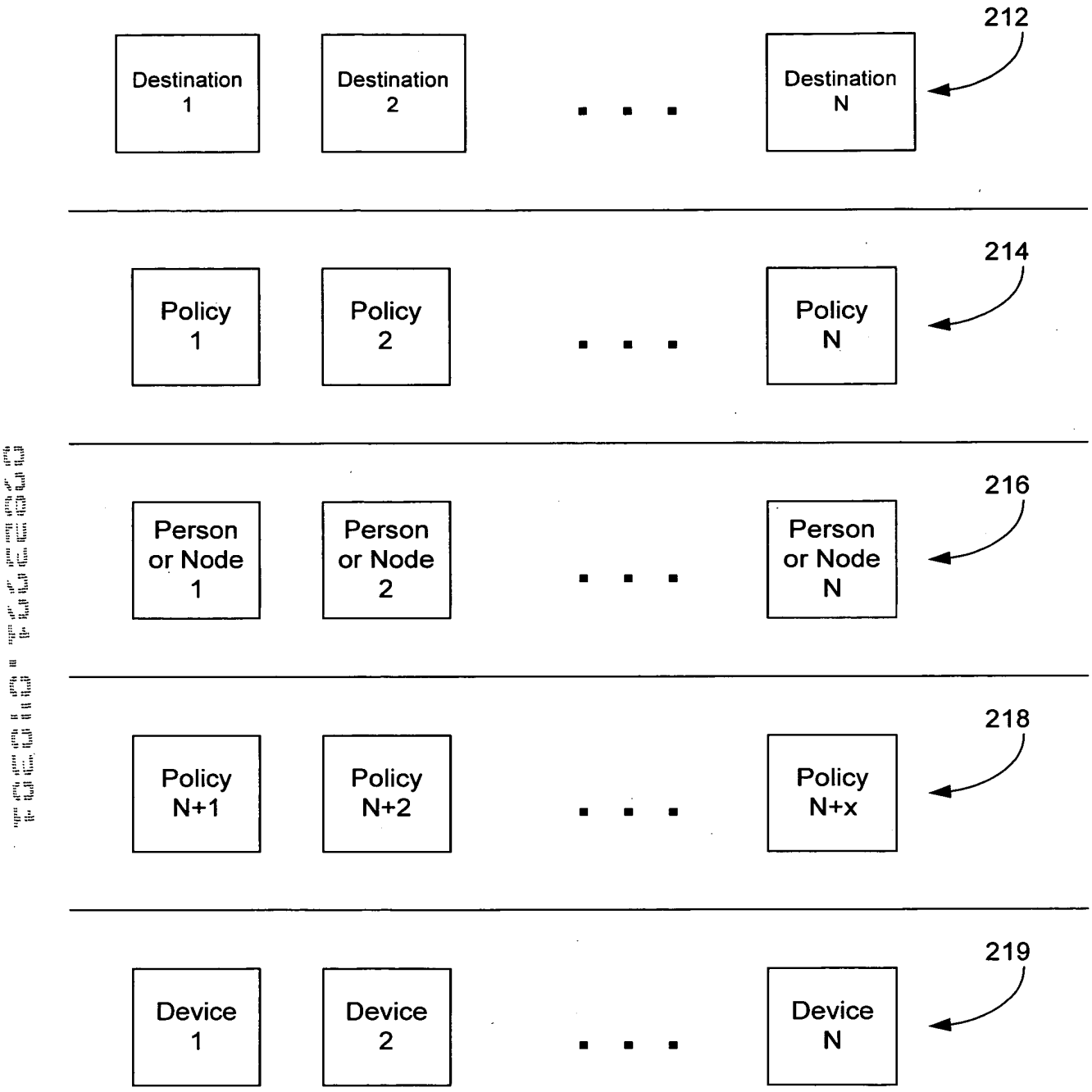

212
Destination 1
Destination 2
Destination N
214
Policy 1
Policy 2
Policy N
216
Person or Node 1
Person or Node 2
Person or Node N
218
Policy N+1
Policy N+2
Policy N+x
219
Device 1
Device 2
Device N

Figure 12

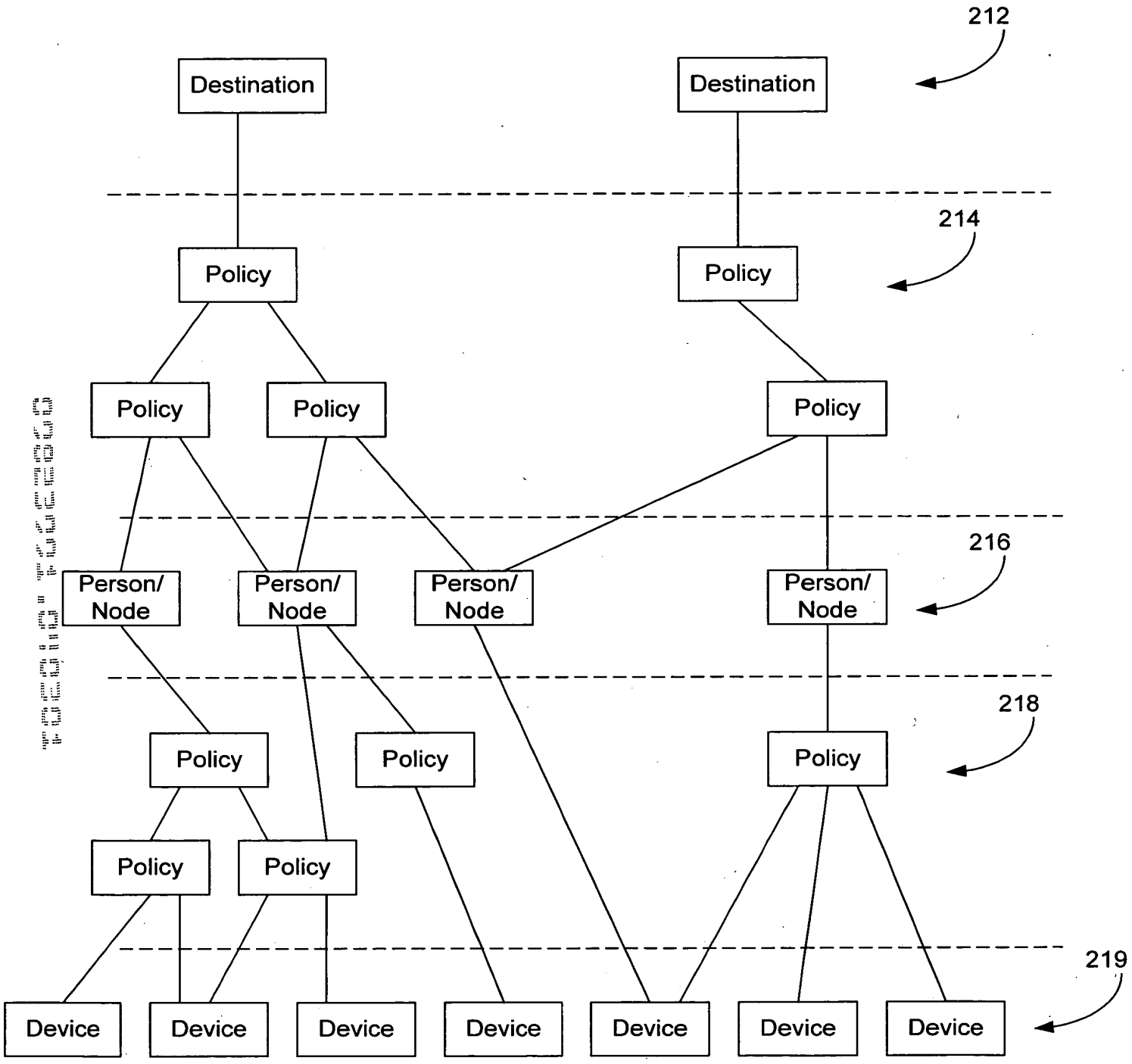

212
Destination
Destination
214
Policy
Policy
Policy
Policy
Policy
216
Person/ Node
Person/ Node
Person/ Node
Person/ Node
218
Policy
Policy
Policy
Policy
Policy
219
Device
Device
Device
Device
Device
Device
Device

Figure 13

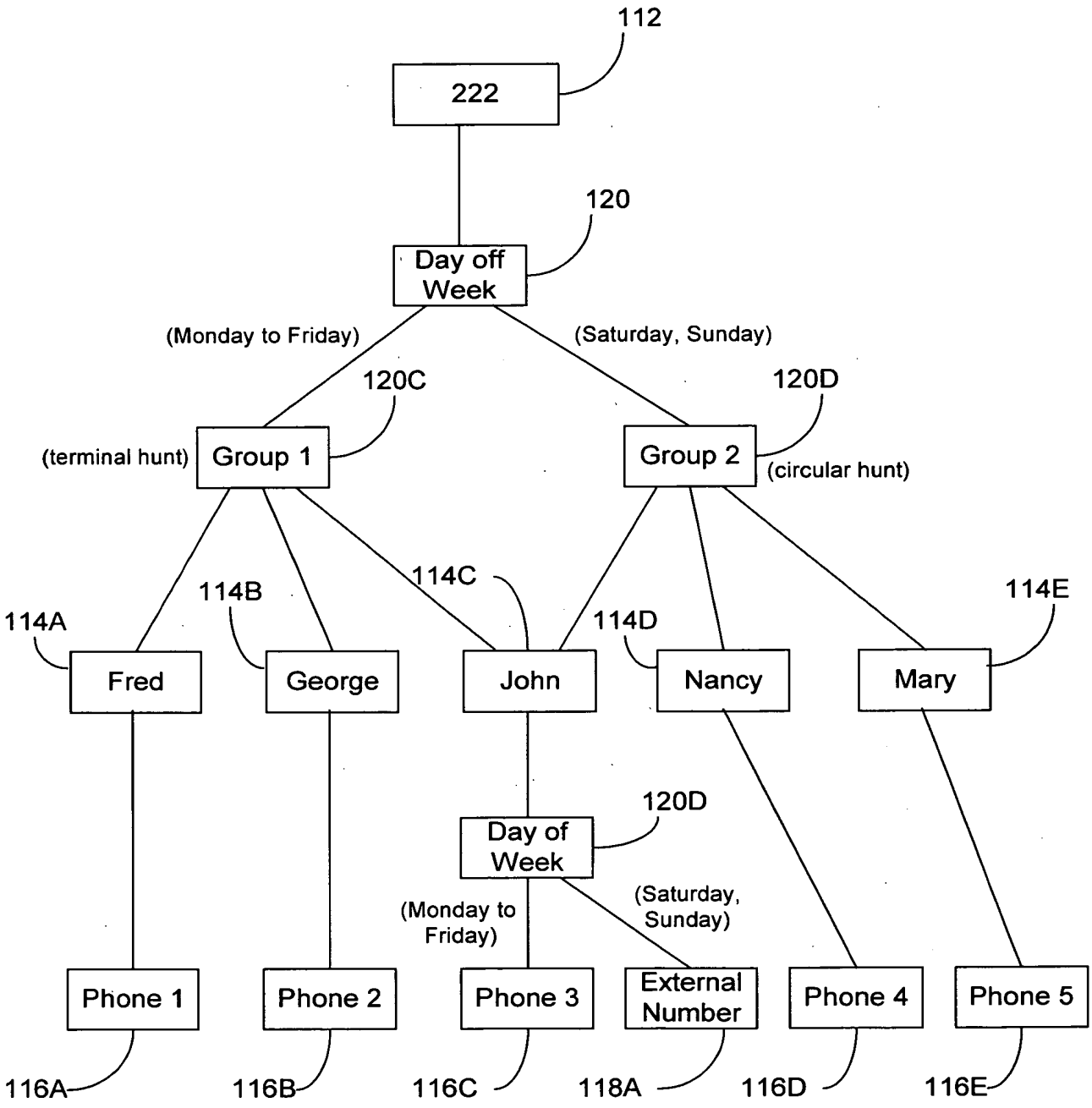

112
222
120
Day off Week
(Monday to Friday)
(Saturday, Sunday)
120C
120D
(terminal hunt)
Group 1
Group 2
(circular hunt)
114A
114B
114C
114D
114E
Fred
George
John
Nancy
Mary
120D
Day of Week
(Monday to Friday)
(Saturday, Sunday)
Phone 1
Phone 2
Phone 3
External Number
Phone 4
Phone 5
116A
116B
116C
118A
116D
116E

Figure 14

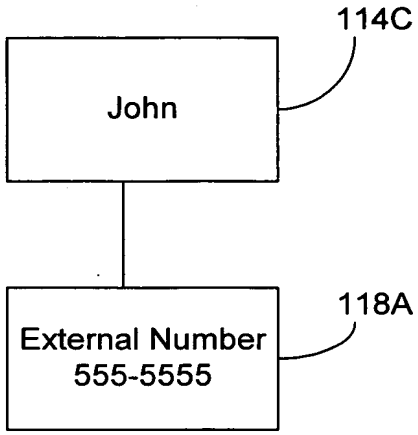


Figure 15A

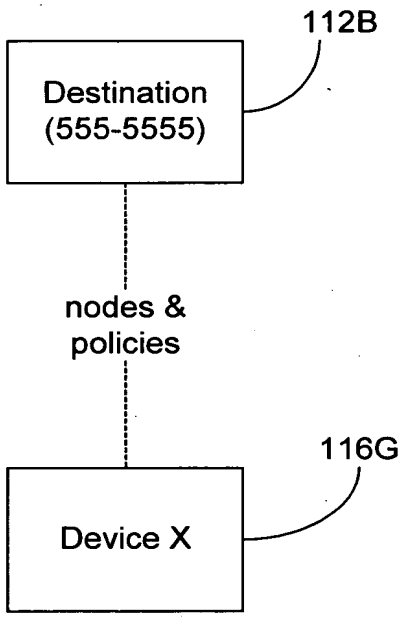


Figure 15B

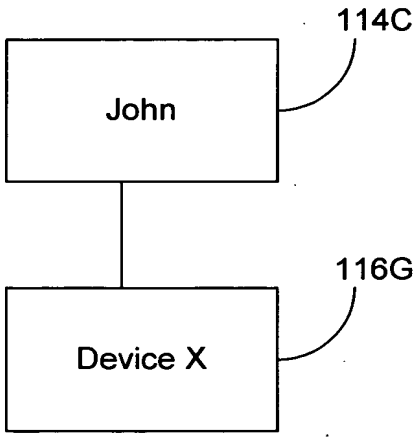


Figure 15C

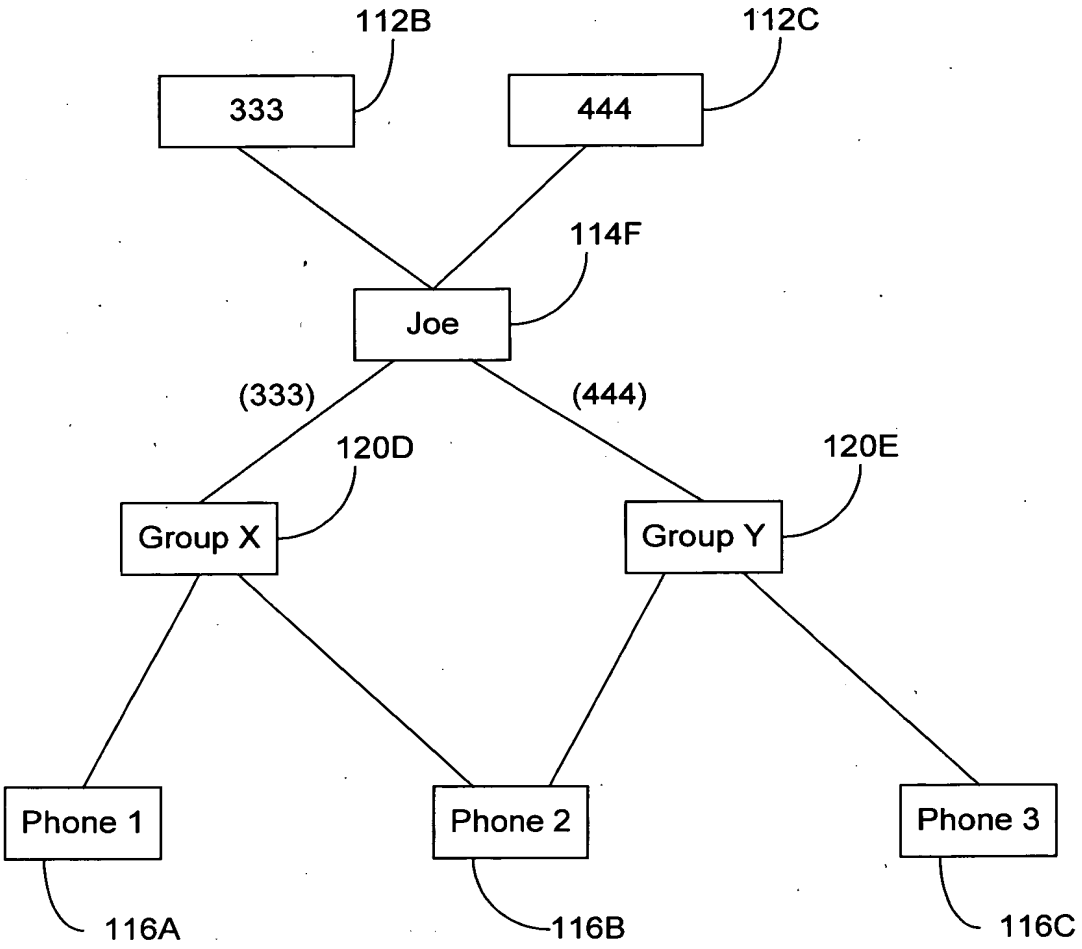

112B
112C
333
444
114F
Joe
(333)
(444)
120D
120E
Group X
Group Y
Phone 1
Phone 2
Phone 3
116A
116B
116C

Figure 16

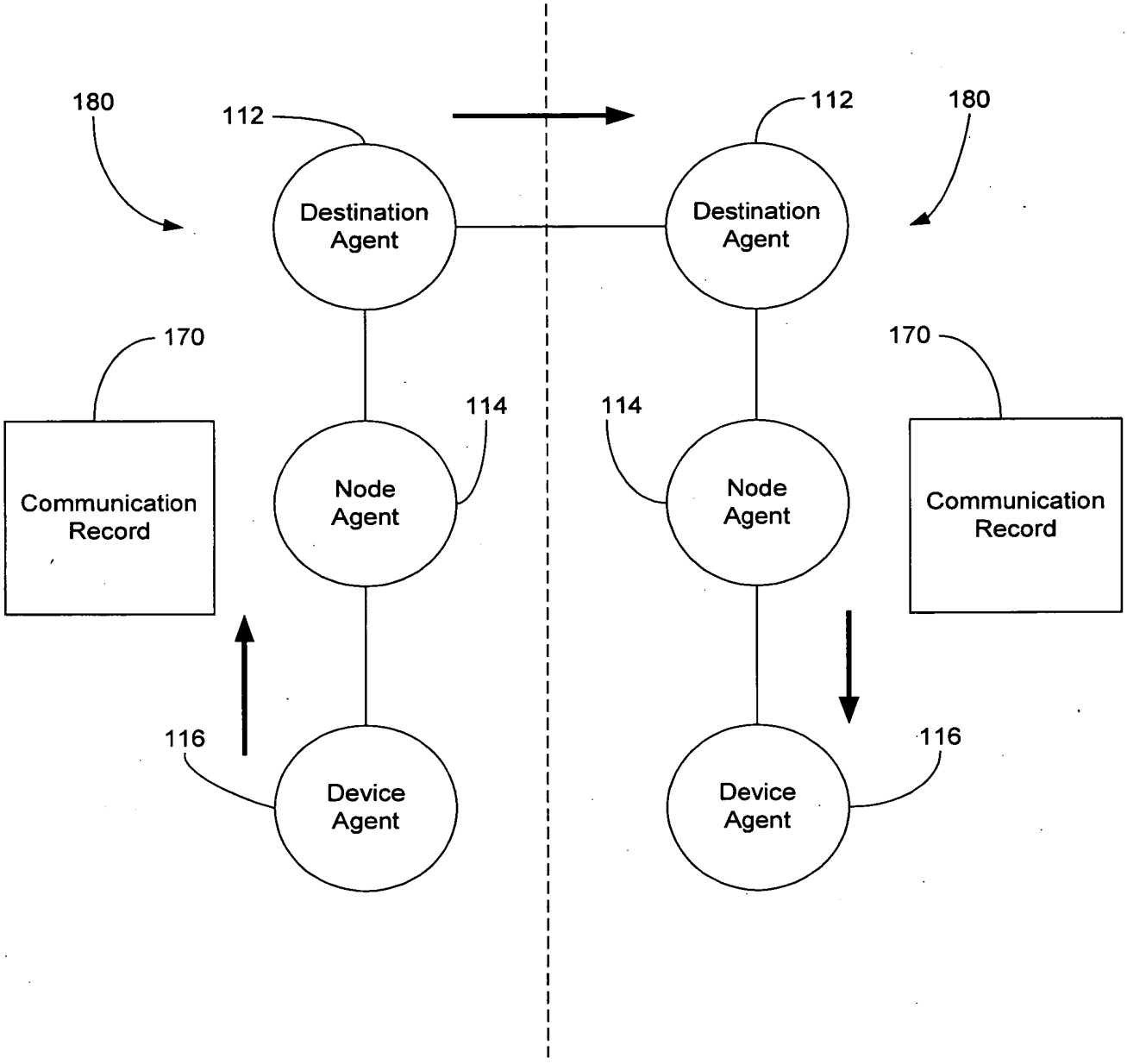

180
112
Destination Agent
112
180
Destination Agent
170
Communication Record
114
Node Agent
114
Node Agent
170
Communication Record
116
Device Agent
116
Device Agent

Figure 17

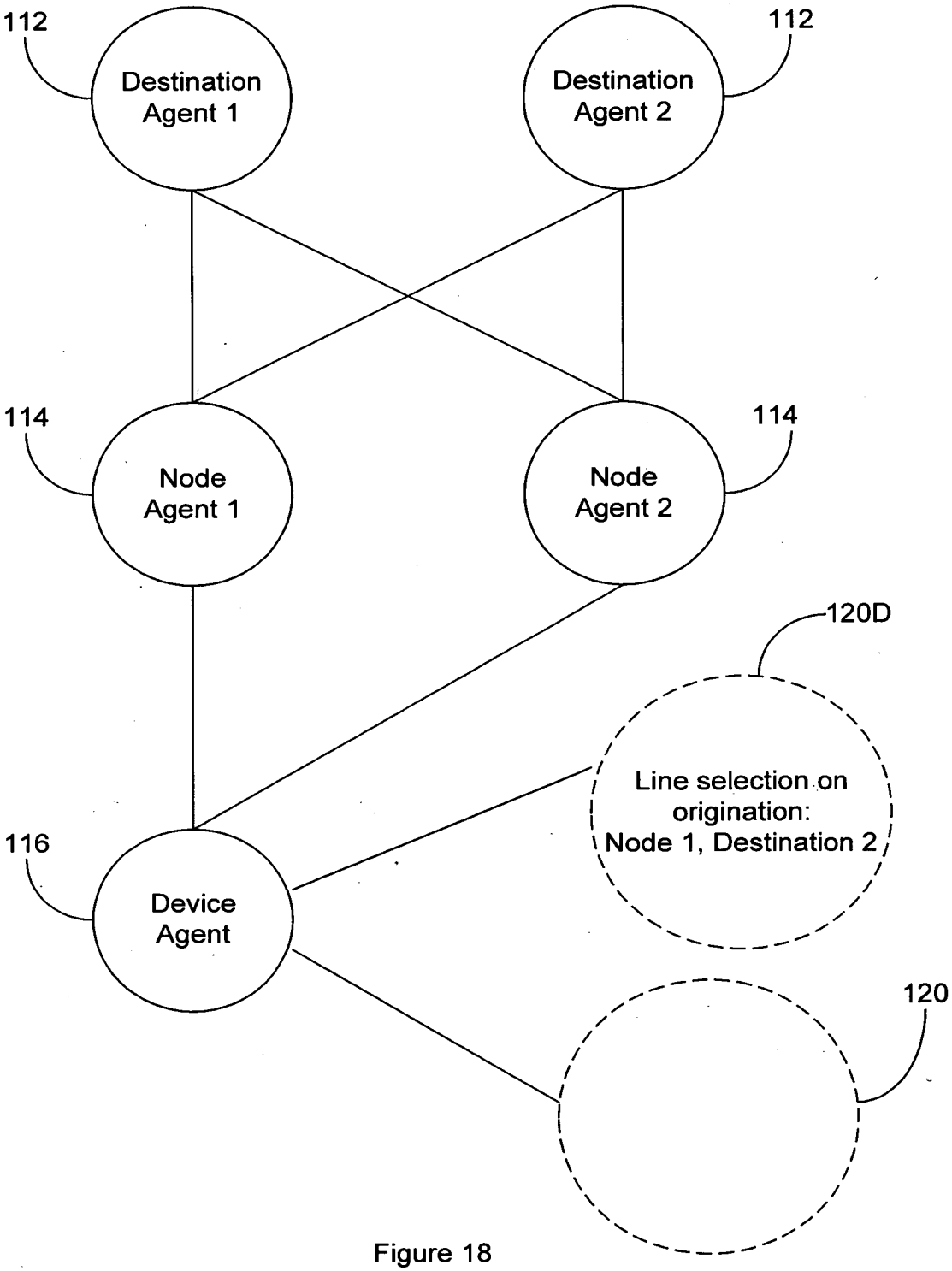

112
Destination Agent 1
112
Destination Agent 2
114
Node Agent 1
114
Node Agent 2
120D
Line selection on origination: Node 1, Destination 2
116
Device Agent
120

Figure 18

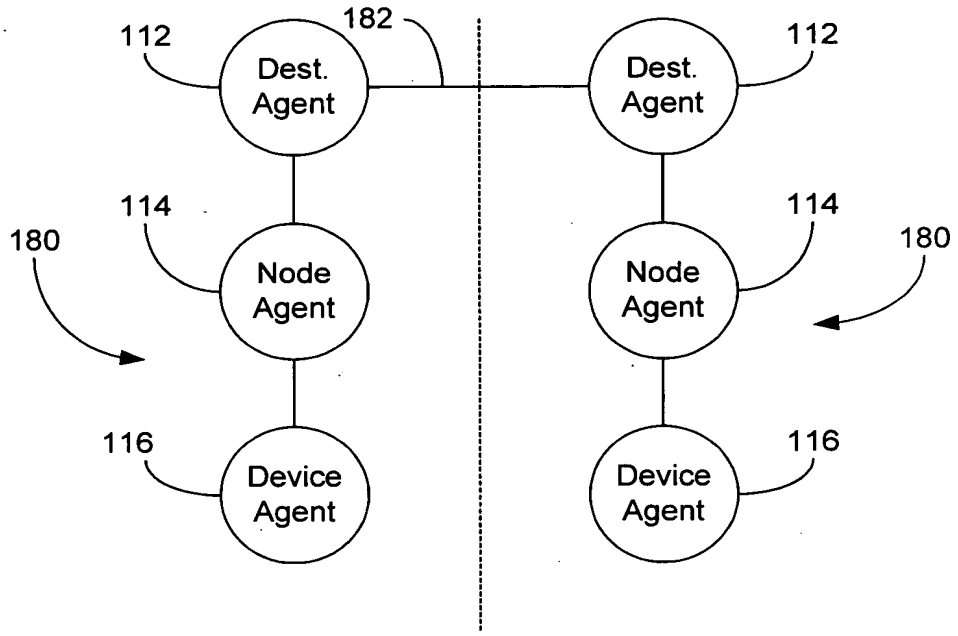


Figure 19A

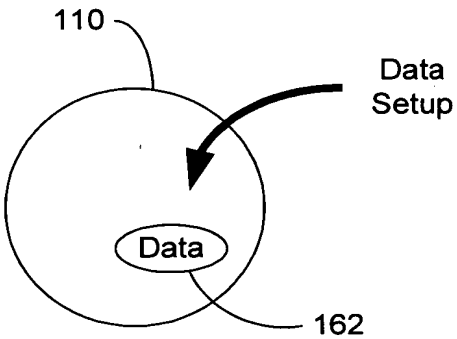


Figure 19B

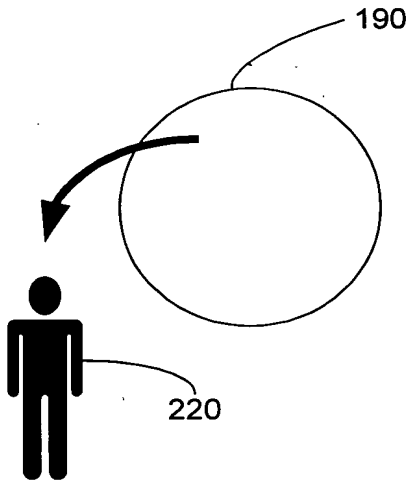


Figure 19C

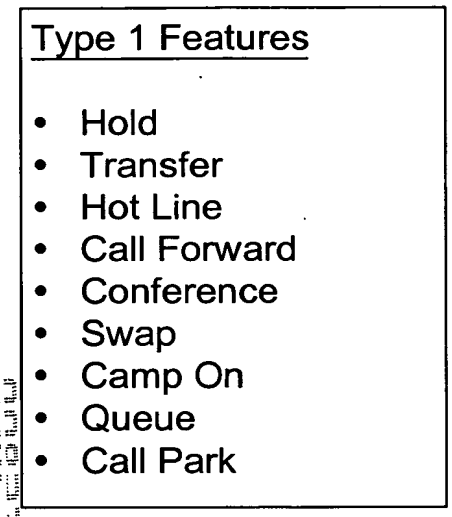


Figure 20A

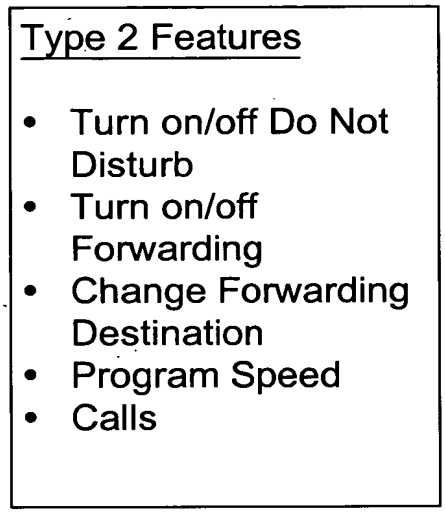


Figure 20B

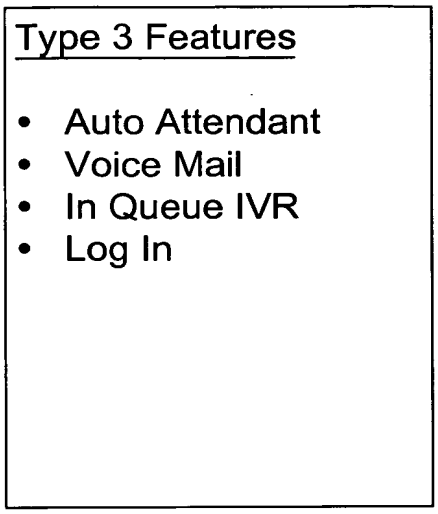


Figure 20C

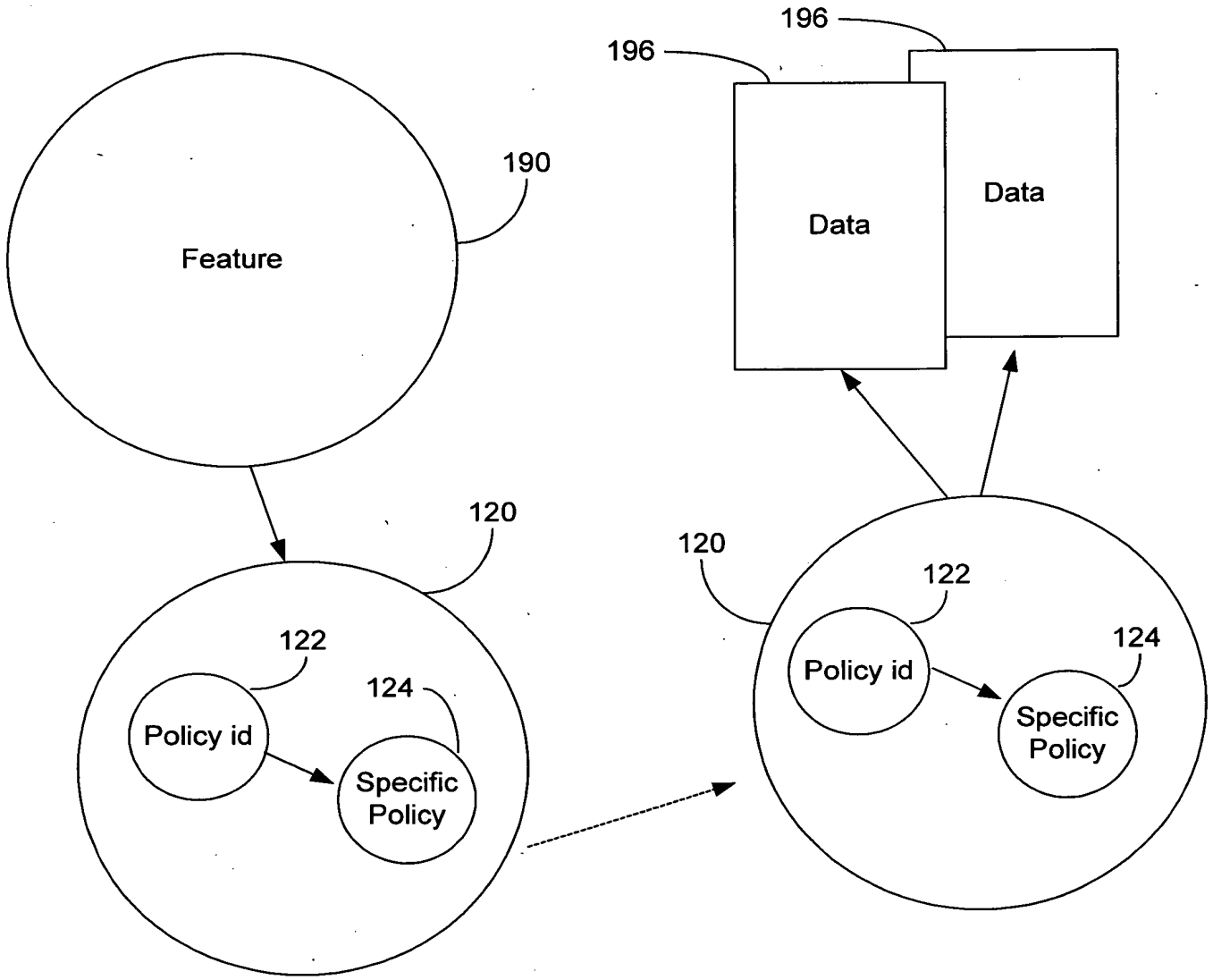

196
196
190
Feature
Data
Data
120
120
122
122
124
124
Policy id
Specific Policy
Policy id
Specific Policy

Figure 21

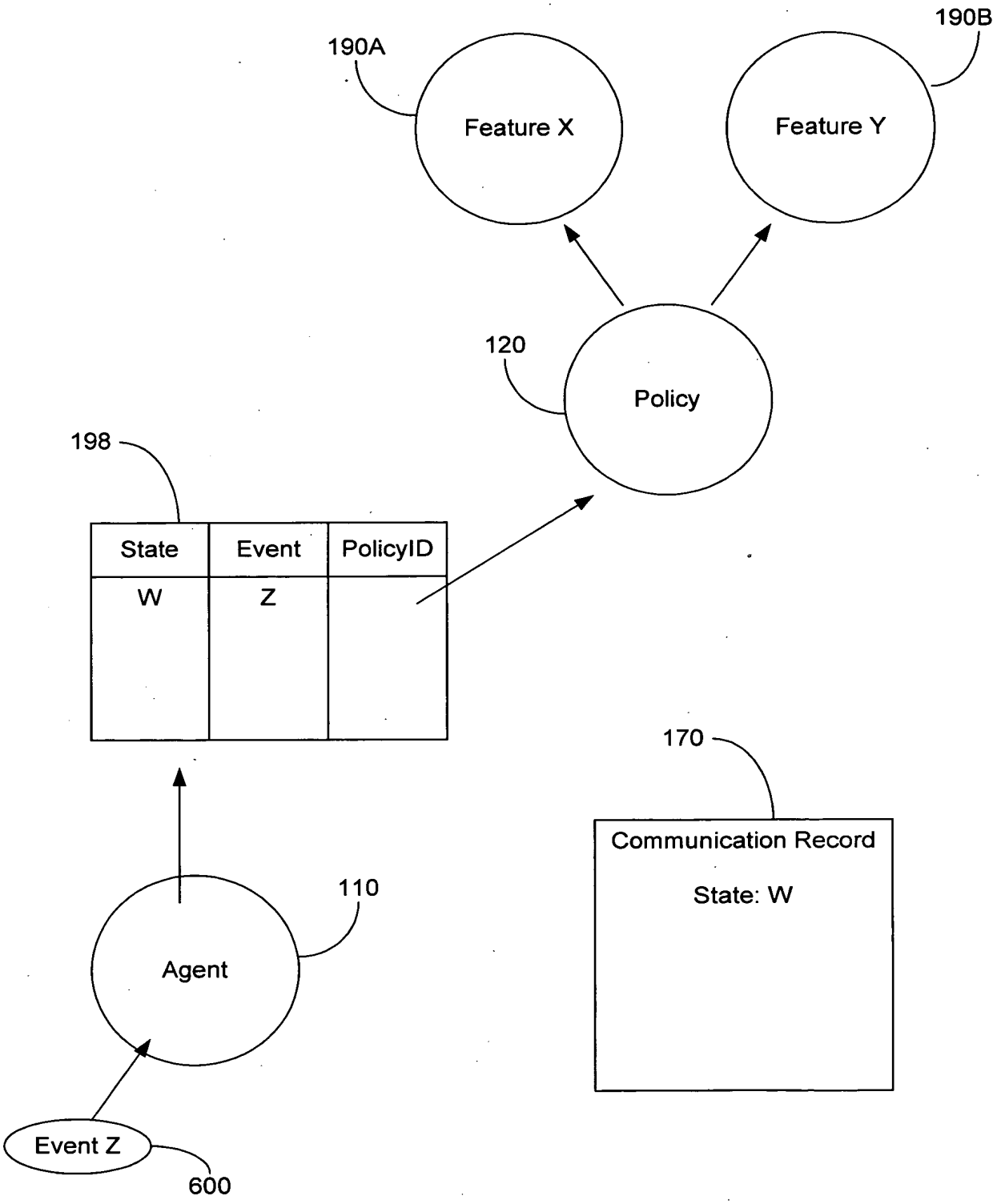

190A
Feature X
190B
Feature Y
120
Policy
198
State
Event
PolicyID
W
Z
170
Communication Record
State: W
110
Agent
Event Z
600

Figure 22

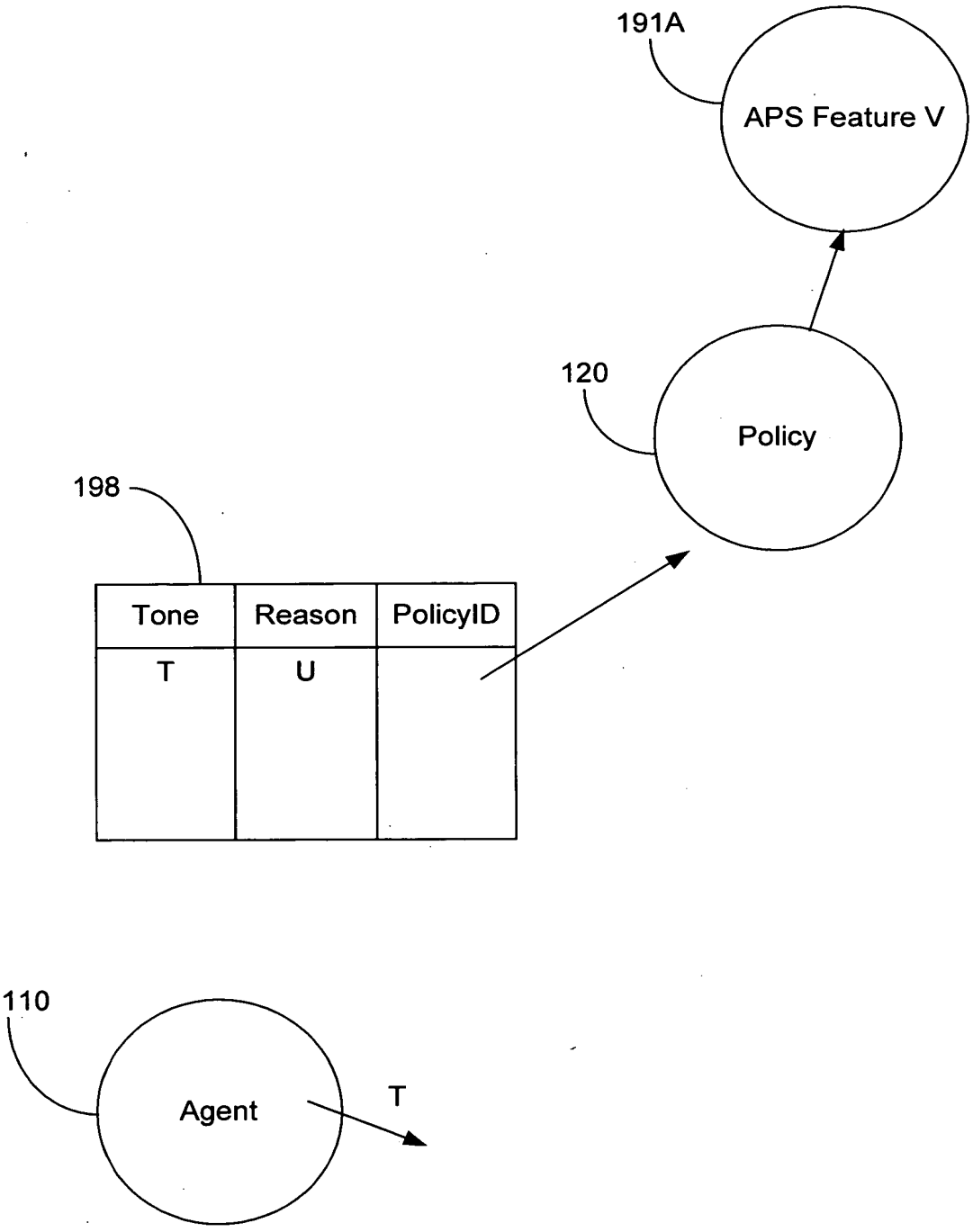

191A
APS Feature V
120
Policy
198
Tone
Reason
PolicyID
T
U
110
Agent
T

Figure 23